

## Message Text

UNCLASSIFIED

PAGE 01 KRAKOW 00333 091322Z  
ACTION SCS-05

INFO OCT-01 EUR-12 ISO-00 H-02 SCA-00 /020 W  
-----029211 092222Z /73

R 091200Z SEP 77  
FM AMCONSUL KRAKOW  
TO SECSTATE WASHDC 0362  
INFO AMEMBASSY WARSAW

UNCLAS KRAKOW 0333

E.O. 11652: N/A  
TAGS: CASC (DANKER,HERB)  
SUBJECT: W/W HERB DANKERT  
REF: SCS OM,AUGUST 24,1977

FOR CA/SCS

1. FOLLOWING IS DRAFT OF REPLY TO CONGRESSMAN BROWN:  
DEAR MR.BROWN,  
I AM REPLYING TO YOUR LETTER OF AUGUST 18, CONCERNING  
DIFFICULTIES ENCOUNTERED BY TOUR CONSTITUENT,MR HERB  
DANKERT,AT THE AMERICAN CONSULATE,KRAKOW,POLAND.

I HAVE DIRECTED OUR CONSUL IN KRAKOW TO PROVIDE A FULL  
REPORT ON THIS INCIDENT.HE SPOKE WITH VICE CONSUL MICHAEL  
VICK,WHO DEALT WITH MR.DANKERT AND HIS GROUP,AND WAS  
ASSURED THAT MR.VICK HAD NOT BEEN RUDE AND INSOLENT  
AND INPOLITE TO ANYONE IN MR.DANKERT S PARTY.MR VICK  
EXPLAINED TO THE GROUP THTA AMERICAN CITIZENS TRAVELING  
THROUGH CHECHOSLOVAKIA MUST OBTAIN TRANSIT VISAS,WHICH  
ENTAILS A PERSON APPEARANCE BEFORE A CZECHOSLOVAK CONSULAR  
OFFICIAL,EITHER IN WARSAW OR KATOWICE.HE SAID THAT,AS A  
US CONSULAR OFFICER,HE COULD NOT OBTAIN THIS VISA FOR  
AMERICANS AND THAT IT WAS THE RESPONSIBILITY OF THE WEST  
GERMAN TOUR COMPANY UNDER WHOSE AUSPICES THE AMERICANS WERE  
TRAVELING TO ASSIST THEM IN OBTAINING THEIR VISAS.MR.VICK  
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BELIEVES THAT HIS INABILITY TO T VOUCH FOR THE WEST GERMAN  
COMPANY AND TO OBTAIN THE VISAS FOR THE AMERICANS MAY HAVE  
BEEN INTERPRETED AS INDIFFERENCE ON HIS PART.IF SO,HE REGRETS  
VERY MUCH ANY SUCH APPEARANCE.

THE AMERICAN CONSUL IN KRAKOW,WHO IS MR.VICK S SUPERVISOR,  
HAS REMINDED MR.VICK ON THE IMPORTANCE OF DEALING COURTEOUSLY

WITH AMERICAN CITIZENS WHO TURN TO THE CONSULATE FOR ASSISTANCE. HE HAS ASKED ME TO EXTEND APOLOGIES FOR ANY IMPRESSION OF ABRUPTNESS AND LACK OF CONCERN ON VICE CONSUL VICK'S PART. AT THE SAME TIME, HOWEVER, HE CONFIRMS THAT THERE WAS LITTLE MR. VICK COULD HAVE DONE FOR THIS GROUP EXCEPT TO OFFER ADVICE AND TO APPEAR SYMPATHETIC. HE REGRETS VERY MUCH THAT HE COULD NOT DO MORE AND THAT HIS ACTION AND WORDS WERE INTERPRETED AS IMPOLITE. END LETTER

DEPARTMENT: THE CONSULATE IS FULLY CONSCIOUS OF THE IMPORTANCE OF RENDERING FULL AND EFFECTIVE SERVICES TO AMERICAN CITIZENS, ESPECIALLY IN LIGHT OF RECENT CRITICISMS DIRECTED AT THE FOREIGN SERVICE. THE TWO INCIDENTS REFERRED TO IN THE DEPARTMENT'S COM OF AUGUST 24, 1977, ARE MOST REGRETABLE, BUT WE BELIEVE THEIR CLOSE TIMING WAS COINCIDENTAL. AS REPORTED IN CONNECTION WITH THE FIRST COMPLAINT, MR. VICK HAS BEEN ADMONISHED TO APPEAR AS WELL AS TO BE POLITE AND RESPONSIVE TO AMERICAN CITIZENS WHO CALL UPON THE CONSULATE FOR ASSISTANCE. MR. VICK'S NEXT EFFICIENCY REPORT ALSO WILL EMPHASIZE THE NEED OF QUALITY SERVICE IN ALL CASES.

CLEARANCE: CBROWN: DCM  
BECSKEHAZY

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NNN

## Message Attributes

**Automatic Decaptioning:** X  
**Capture Date:** 01-Jan-1994 12:00:00 am  
**Channel Indicators:** n/a  
**Current Classification:** UNCLASSIFIED  
**Concepts:** TEXT, CONGRESSIONAL MAIL  
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**Copy:** SINGLE  
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**SAS ID:** 1335826  
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**Status:** NATIVE  
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**TAGS:** CASC, (DANKER, HERB)  
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**Type:** TE  
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